



Department
for Transport

Mr William Gray-North
[By email: request-634004-1a968ddf@whatdotheyknow.com]

Mr Joe Ingle
Senior Correspondence Manager
Department for Transport
Great Minster House
33 Horseferry Road
London
SW1P 4DR

Web Site: www.gov.uk/dft

Our Ref: F0018151

6 February 2020

Dear Mr Gray-North,

Freedom of Information Act Request – F0018151

Thank you for your Freedom of Information (FOI) request of 13 January 2020. You asked for the following information:

'I am requesting the details of discussions and/or communications between the DfT, First Group or South Western Railway with regards to the withdrawal of Off Peak Day Return tickets to London Zonal Stations from places on the SWR network further than Basingstoke and Petersfield. Examples of locations of where this ticket has been withdrawn include Bournemouth, Poole and Salisbury.'

Any information would be very much appreciated.'

I am writing to inform you that your request has been considered under the FOI Act 2000 and that the Department for Transport (DfT) has completed its search for the information.

As part of the annual fare setting process South Western Railway (SWR) notified the Department, on 4 October 2019, of its intention to remove some Off-Peak Day Returns from 2 January 2020 on the basis that it would simplify the product range. As these fares are not regulated and a commercial offer, SWR is free to take such action. The remaining fares, off-peak period returns, are the regulated products in terms of existence and price.

In its notification to the Department, SWR stated:

- 'Off-Peak Day and Off-Peak Return ticket types. It is our intention to simplify our Off-Peak product range where there is a small price difference between the Off-Peak Day Return and Off-Peak Return. The Off-Peak Day Return will be removed with the Off-Peak Return being the default fare for day or period off-peak travel. An example flow is Southampton Central to London Terminals, where the current Off-Peak Day Return is £47.00 and the Off-Peak Return is £47.60. The Off-Peak Day

Return will be retained on flows where no Off-Peak Return exists (generally journeys of less than 35 miles).'

If you are unhappy with the way the DfT has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the DfT's FOI Advice Team at:

Zone D/04
Ashdown House
Sedlescombe Road North
Hastings
East Sussex TN37 7GA
E-mail: FOI-Advice-Team-DfT@dft.gov.uk

Please send or copy any follow-up correspondence relating to this request to the FOI Advice Team to help ensure that it receives prompt attention. Please also remember to quote the reference number above in any future communications.

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner.

Yours sincerely

Joe Ingle
Senior Correspondence Manager – Passenger Services

Your right to complain to DfT and the Information Commissioner

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF